



CARE CO-ORDINATOR JOB DESCRIPTION AND JOB SPECIFICATION

JOB TITLE : Care Co-ordinator
REPORTS TO : Care Manager
SUMMARY OF POST : To maintain continuity of care to service users, and to ensure calls to service users are assigned at all times.

JOB DESCRIPTION

1. Interviewing potential care workers by following interview guidelines and checklist.
2. Referencing potential care workers, initially verbally, prior to employment and subsequently applying for two written references from previous employers and ensuring these are of a satisfactory standard.
3. Taking new service users referrals from social workers, private service users, etc.
4. Assigning care workers to service users, adhering to Carewatch policies and principles.
5. Liaising with and providing support to Field Care Supervisors working within allocated area.
6. Responsible for all data input relating to specified area as changes occur.
7. Ensuring that holiday/sickness and emergency calls are assigned.
8. Updating records of service users and care workers on an on-going basis.
9. Running of payroll and resolving any subsequent wage queries.
10. Running of invoices and resolving any subsequent invoice queries.
11. Allocation of cheques/cash against invoices.
12. Preparation of reports as required.

JOB SPECIFICATION

Essential

Experience of service provision in the care profession.

Desirable

Experience of care co-ordinating within the care profession.

Key Competencies



1. To be able to plan and allocate the workload of care staff.
2. To be able to maintain all office policies, procedures and systems.
3. To be able to maintain all administration.
4. To be able to interview and select potential care staff.
5. To be able to carry out induction training.
6. To be able to establish and maintain effective working relationships.
7. To be able to run invoice and payroll and deal with any subsequent queries.
8. To understand and implement allocation of monies against invoices.
9. To be able to prepare reports as required.

Special Skills and Attributes

Excellent communication skills.
Excellent computer skills.
Excellent administrative skills.
Good planning and organisational skills.
Sound understanding of good care principles.
Skills in care planning.
Ability to cope with pressure.
Even-tempered and patient.
Ability to cope with change.
Ability to display empathy and warmth.